



is a duty of the Supervisors of each section (UCC, Code Enforcement and General Licensing). Tamagni receives customer complaints and forwards them to either the supervisors or the Director for final decisions, but this is only a small portion of her job responsibilities. It states that Tamagni does not have any supervisory responsibilities, and is cross trained to do other specialized duties. He states that for 40% of the time Tamagni is receiving and processing all late and failed inspections, processing rental payments, and entering date and filing paperwork. Otherwise, she greets customers at the desk and directs them to the proper department, handing out the proper paperwork associated with what the customer is requesting for 5% of the time; answers phones and handles and directs calls to the proper department for 10% of the time; issues the proper certificates to individuals after a complete review or investigation has been completed for 15% of the time; sorts through daily mail and directing it to its proper location for 5% of the time; files or scans documents which are received for 5% of the time; reviews all documentation such as rental applications, dog licenses, zoning applications, construction permits, and any other licenses required by the city for 15% of the time; and makes daily deposits for monies collected during the course of the working hours for 5% of the time.

## CONCLUSION

*N.J.A.C. 4A:3-3.9(e)* states that in classification appeals, the appellant shall provide copies of all materials submitted, the determination received from the lower level, statements as to which portions of the determination are being disputed, and the basis for appeal. Information and/or argument which was not presented at the prior level of appeal shall not be considered.

The definition section of the job specification for Clerk 1 states:

Under close supervision, performs routine, repetitive clerical work involving the processing of documents in a variety of functions; does other related duties as required.

The definition section of the job specification for Customer Service Representative states:

Under direction, performs work involved in receiving and handling customer complaints, requests, and/or inquiries concerning the providing of public services, billings, service charges, the issuance of licenses, certificates, and permits, and/or other matters of a similar nature; does other related duties as required.

First, classification reviews are typically conducted either by a paper review, based on the duties questionnaire completed by the employee and supervisor; an on-

site audit with the employee and supervisor; or a formal telephone audit to obtain clarifying information. See *In the Matter of Richard Cook* (Commissioner of Personnel, decided August 22, 2006) (Desk audit that was scheduled to be conducted in appellant's office that was changed at the last minute to another building was a proper audit and did not warrant reclassification of his position). The chosen method in this case was a telephone review, which is a valid way of collecting information about a position and is not by any means considered to be inadequate or improper. The appointing authority's dissatisfaction with the method of classification review is not a reason to conclude that the audit results were inaccurate.

Next, typically, classification determinations list only those duties which are considered to be the primary focus of appellant's duties and responsibilities that are performed on a regular, recurring basis. See *In the Matter of David Baldasari* (Commissioner of Personnel, decided August 22, 2006).

The appointing authority's assertion that the Examples of Work in the job specification for that title are geared to positions in a call center or utility department is misplaced. The job specifications are not geared to positions, but each job specification has a concise description of the type of work, along with the class level or rank, meaningful task statements, requirements, knowledge and abilities that are prerequisites for the job, and other data. That is, the Customer Service Representative title is not geared to a call center position, but describes all positions which receive and handle customer complaints, requests, and/or inquiries concerning the providing of public services, billings, service charges, the issuance of licenses, certificates, and permits, and/or other matters of a similar nature.

Thus, it is not necessary for the Customer Service Representative to receive and handle customer complaints of all types of services, billings, service charges, and the issuance of licenses, certificates, and permits. An employee can be responsible for only one type and still be receiving and handling customer complaints, requests, and/or inquiries. This definition does not require the Customer Service Representative to make any decisions regarding conflicts in billing or payments, nor is it a supervisory title.

On her Position Classification Questionnaire (PCQ), Tamagni listed her duties, the order of difficulty of each, and the percentage of time for each. No one provided comments, but the supervisor, Director, and the appointing authority each agreed with her statements. Pursuant to *N.J.A.C.* 4A:3-3.9(e), upon receipt of a determination which was not acceptable, a party to the appeal cannot provide a different set of duties for consideration. Nevertheless, the new duties presented on appeal are consistent with a Customer Service Representative classification.

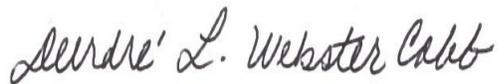
Accordingly, a thorough review of the entire record establishes a Customer Service Representative classification of Tamagni's position is proper.

**ORDER**

Therefore, it is ordered that this appeal be denied.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

DECISION RENDERED BY THE  
CIVIL SERVICE COMMISSION ON  
THE 15<sup>TH</sup> DAY OF APRIL, 2020



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